

BEYOND PAPERLESS: THE ORGANIZATIONAL RIPPLE EFFECTS OF DIGITIZING HR

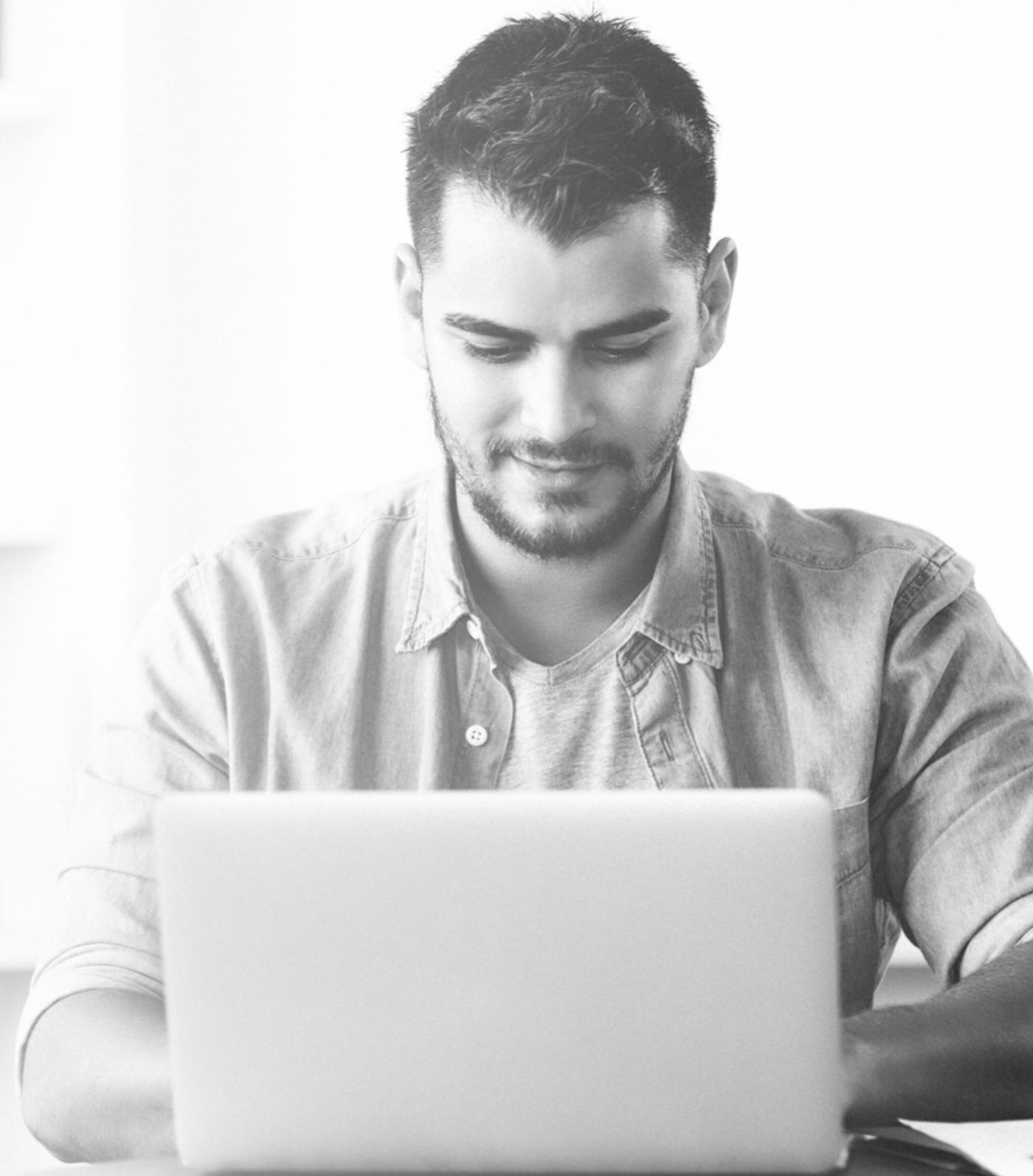


Hyland™

CONTENTS

(click to jump to a chapter)

- 3 HR in the new normal
- 4 What digitizing HR means
- 5 Content services for HR
- 7 HR from anywhere
- 9 Creating an employee-first experience
- 10 Securing and managing sensitive information
- 12 Adapting and pivoting quickly
- 13 Conclusion



HR in the new normal

If the year 2020 taught us anything, it's that people are an organization's most important asset. In a world where enterprise needs and strategies shift in weeks, not months, organizations are recognizing that it's not just efficiency that gets them through trying times — it's a **happy, resilient workforce**.

As such, the role of human resources (HR) is being elevated exponentially. Although traditionally HR's function has skewed towards the administrative (think policies, payroll, compliance), today's businesses — and the people that keep them running — demand a more strategic, employee-centric HR. HR needs to be enabled and empowered to do so.

That means equipping HR with the right tools, so your HR staff spend less time on paperwork and more time impacting every aspect of the employee experience. Digitizing HR doesn't just mean going paperless in your HR processes — it benefits the entire organization and contributes to bottom-line success. It leads to an empowered HR department that can take the lead on real organizational transformation.

In fact, organizations are increasingly recognizing the importance of HR's role in navigating future changes. In a survey of C-suite leaders, organizations that have “very high” confidence in HR's ability to navigate changes also reported being very ready to adapt to changing business demands, according to Deloitte.¹

So, how exactly does the organization benefit from digitizing HR? Read on to find out. »



What digitizing HR means

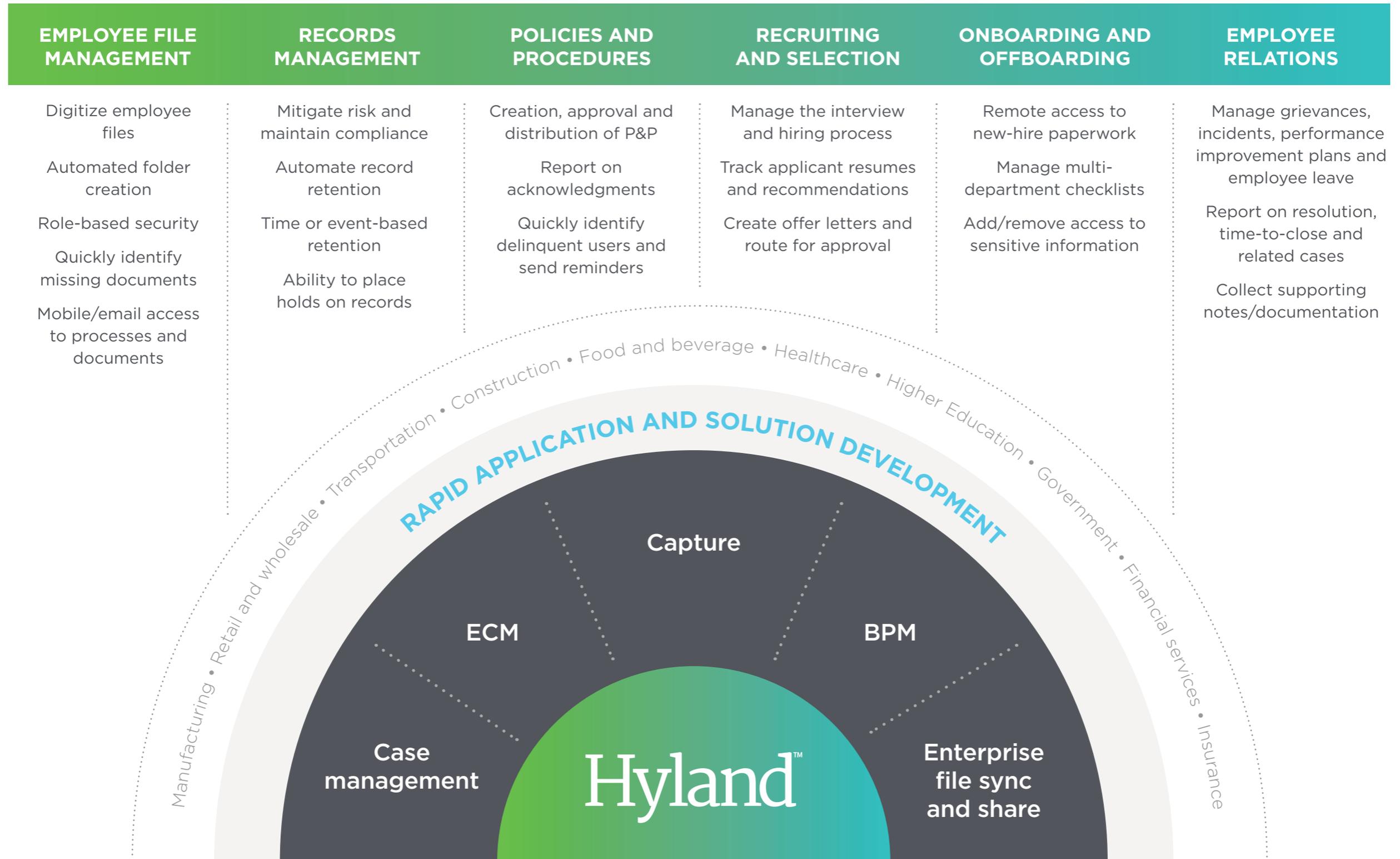
One of the main challenges in digitizing HR is the sheer volume of HR content available, and it's expected to triple in the next two years. Relying on manual, paper-based processes means that valuable information — including employee engagement, wellness and learning records — is scattered throughout multiple repositories.

With HR departments regularly using four or more systems in addition to the human resource information system (HRIS), staff have no way of tying this information back to the employee record for a complete view of the employee.

Additionally, in an increasingly remote work environment — most organizations will continue to offer remote and hybrid options even after pandemic restrictions have lifted — HR teams need to be able to work securely and accurately from anywhere.

Hyland, a leading content services provider, enables remote HR teams to access employee information, automate tasks, acknowledge documents, onboard new employees and so much more. With electronic content management, case management, capture, and enterprise file sync and share capabilities, you can transform HR processes by eliminating paper, reducing risk and ensuring data security.

CONTENT SERVICES FOR HR





Now, let's talk about how digitizing HR creates ripple effects throughout the organization.





HR from anywhere

The risk of fines for non-compliance alone make digitizing HR a logical priority, but can your organization afford the potentially irreparable reputational harm from a massive data breach?

Manual, paper-based HR processes are not only risky and costly — they are becoming impossible in today’s digital-first world. With 90 percent of HR leaders saying employees will continue to work remotely even with Covid-19 vaccinations availableⁱⁱ, it’s clear a remote workforce is here to stay.

That means HR processes can be carried out from anywhere, at any time — provided teams are equipped with the right tools. Imagine HR teams that can access employee files, streamline workflows and improve employee experiences without ever needing to step into the office to retrieve a document.



PHYSICAL SPACE ISN'T WHAT IT USED TO BE

The costs of manual, paper-based processes add up. There’s the cost of printing, filing and mailing paper, but also precious time. HR staff spend 14 percent of their time on maintaining paper employee records, and up to 51 minutes a day searching for paper documents, files and emailsⁱⁱⁱ.

In addition, it’s become less and less feasible to dedicate valuable office space to rows of filing cabinets — especially when business priorities around real estate are changing due to the shift to remote work.



Ensure security and regulatory compliance

Digitizing HR documents onto a central electronic repository ensures the security of sensitive employee information, which eliminates risk. Secure, role-based access guarantees that only the right people can view certain types of documents, while a complete audit trail provides a record of who accessed the documents and what they did with them. So, even when HR personnel access these documents remotely, you can be assured of security and regulatory compliance.

Drive collaboration and accessibility with the cloud

Enabling HR to work from anywhere also means equipping HR teams to collaborate effectively. Deploying your content services solution in the cloud offers unparalleled flexibility and agility, without burdening IT resources to update and maintain the software. As a bonus, security-driven policies and always-on support provide peace of mind that your organization's HR documents are always available, completely secure and safe in the event of a disaster.



Creating an employee-first experience

Digitizing HR lets people, not problems, take center stage. Instead of maintaining records and tracking down information, an HR team equipped with digital tools can shift its focus to recruiting, managing and caring for your organization's most valuable resources. In other words, let HR focus on creating an employee-first experience, which generates company-wide cultural benefits.

Research suggests that onboarding — considered table stakes in areas such as productivity, retention, engagement and loyalty — needs to go beyond being a transactional experience to one that makes employees feel ready to start work on their first day.

Organizations with a strong onboarding process improve new hire retention by 82 percent and productivity by over 70 percent.^{iv} Another study found that half of all hourly workers leave new jobs in the first four months, and half of senior outside hires fail within 18 months.^v

With smarter HR technology, onboarding can be a smooth experience for both the new employee and for the HR department behind the scenes. Benefits can be decided and enrolled in before the employee starts, with paperwork, provisioning and policies standardized so that all new employees are set on day one. Imagine new employees coming to work on the first day and having all the technology hardware, software and access they need to do their jobs — naturally resulting in a positive first impression and better employee experience.

The shift from an organization-centric HR to a more employee-centric one does more than improve employee experiences — it has a measurable ROI to your organization by increasing an employee's lifetime value.

Regardless of how long an employee stays at your organization, their lifetime value is affected by four inputs: Hiring, onboarding, development and culture. Good hiring practices result in better initial hires, while better management and development result in improved performance. Organizational culture also plays a large part in employees' engagement, contributing to longer tenures and increased value over time.



Securing and managing sensitive information

Strict data privacy laws, including the General Data Protection Regulation (GDPR), mean organizations risk serious consequences for non-compliance, with fines of up to £20 million (about \$28 million) or 4 percent of annual revenue.

When it comes to sensitive employee data — including Social Security numbers, health-related information, reference checks, performance reviews and pay levels — there is no room for error. HR must ensure sensitive data is secure, which is nearly impossible with manual processes. Data leaks due to paper files happen more frequently than you think: Up to 36 percent of breaches are the result of simple employee mistakes, including misplaced files.

Hyland's content services platform provides visibility into the full history of every user that accesses an employee file, providing a complete audit trail of who accessed the documents and what amendments were made. Using content services also minimizes risk by ensuring only approved role-based users have access to these files.

With a robust records management feature, document retention and purging are automated, which minimizes risk and removes the burden of records management from HR staff. When a document enters the system, the solution automatically assigns a record type and applies the appropriate time- or event-based retention policy.



36%
of data security
breaches are caused
by employee mistakes



£20 million:
maximum fine of
EU GDPR violation



Take the guesswork out of compliance

With automation, document retention management is applied evenly and consistently across all documents — which not only removes the burden from HR teams, but it also minimizes the risk of oversight or human error. Although compliance may be less of a priority when embarking on a digitization initiative (compared to building more efficient business processes), the cost avoidance of compliance should be seen as a key financial benefit.

The question you need to answer is: Would you rather pay a lot for compliance missteps because of a paper-based system or would you rather pay as little as possible? A content services solution means your HR can be audit-ready at a moment's notice, with the complete documentation they need to meet compliance requirements.



Adapting and pivoting quickly

In an ever-changing business climate, organizations need to be able to adapt and pivot quickly — and HR needs to be able to scale along with it. Organizational growth or the speed of it should never be limited to HR’s capability to handle a growing number of employees, processes or documentation. Enter the next giant leap of digital transformation: Low-code.

Low-code capabilities make scaling simple — without months (or years) of waiting, without cross-departmental change management and without the heavy financial investment that comes with pre-built, code-heavy applications. A low-code rapid application development (RAD) platform enables employees — from IT pros to tech-savvy workers — to quickly and easily develop new solutions using visual drag-and-drop tools and templates.

Imagine an HR team empowered as “citizen developers” who build new applications so they can work more efficiently. From replacing cumbersome spreadsheets with more efficient workflows to developing surveys to gauge employee wellbeing and streamlining job application processes — the possibilities are endless.



WHAT’S NEXT FOR HR TECHNOLOGY?

Intelligent automation, particularly robotic process automation (RPA), is a relatively “greenfield” technology within HR with vast potential. Over half of organizations report that HR processes like policy administration, employee relations, employee file management, records management, onboarding and offboarding are still mostly manual.^{vi}

RPA presents a huge opportunity to augment human effort by automating repetitive, rules-based tasks — giving HR staff the time to focus on higher-value tasks. RPA not only addresses tactical tasks — such as making calculations, moving files and folders, and reading and writing to databases — but it also improves HR process accuracy, quality, speed and productivity.



Ready to empower your HR department with content services and reap organization-wide benefits?

Learn more at [Hyland.com/HR](https://hyland.com/HR) »

ABOUT HYLAND

Hyland is a leading content services provider that enables thousands of organizations to deliver better experiences to the people they serve. For more than 25 years, Hyland has enabled more than 20,000 organizations to digitalize their workplaces and fundamentally transform their operations.

Offering an industry-leading content services platform, Hyland helps HR departments gain instant access to employee information; faster, more efficient processes; and build confidence in the security of sensitive employee issues and documentation. When HR teams are empowered, staff are able to focus on value-driving work — creating ripple effects throughout the organization.

Hyland™

Learn more at [Hyland.com/HR](https://www.hyland.com/HR)

- i. Deloitte, *Global human capital trends, 2021*.
- ii. Gartner, *9 tips for managing remote employees, 2021*.
- iii. HR Magazine, *Digitizing employee files: 6 reasons why you should do it, 2015*.
- iv. Glassdoor, *The true cost of a bad hire, 2015*.
- v. SHRM, *Onboarding new employees: maximizing success, 2010*.
- vi. [Intelligent HR, *Intelligent automation best practices with human resources, 2020*](#).